

The concept of designing all products and the built environment to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life.

# **H**ow usable are your health care services and facilities to people with disabilities?

Can you weigh people who can't stand on the scale? Can you communicate with patients with hearing disabilities? Is it easy for your patients to move freely throughout your facility?

This booklet provides guidelines and recommendations to help health care professionals ensure equal use of the facility and services by all their patients. The information in this guide gives health care providers a better understanding of how to improve not only the physical environment, but also their personal interactions with patients with disabilities. There is also a review of some of the design standards established through state and federal laws, such as the Americans with Disabilities Act (ADA), that health care professionals need to know.

This guide encourages health care professionals to go beyond the minimum requirements set by law to make facilities and services *universally usable* to the greatest extent possible. By meeting the needs of people with disabilities, you will also be providing enhanced facilities and services to *all* your patients.

